



## **FULL-TIME RECEPTIONIST / DISPATCHER**

### **JOB DESCRIPTION:**

- ✓ Comfortably handles inbound calls on a multi-line phone system.
- ✓ Transfers telephone calls and inquiries to the appropriate coworker or department.
- ✓ Schedules customer installs, replacements, preventative maintenance plans and service calls in our HVAC software program.
- ✓ Accurately conveys information about our services and products.
- ✓ Secures accurate information about customer demographics and needs.
- ✓ Is proactive in all interactions.
- ✓ Possesses strong customer service skills.
- ✓ Possesses proficient computer skills with experience in all Microsoft programs and Adobe Acrobat.
- ✓ Responds to emails utilizing Microsoft Outlook and Gmail.

### **REQUIRED SKILLS & QUALIFICATIONS:**

- ✓ Has outstanding interpersonal skills.
- ✓ Works well in a high-stress environment. Has outstanding organizational and multitasking abilities.
- ✓ Maintains composure and responds in a courteous, respectful and professional manner.
- ✓ Is a team player with a positive attitude.
- ✓ Active listener with excellent communication skills.
- ✓ Sound judgement and critical thinking skills.
- ✓ Ability to manage large amounts of incoming calls from customers and technicians.
- ✓ Identify and assess customers' needs occasionally to achieve satisfaction.
- ✓ Build sustainable relationships and trust with customer accounts through open and interactive communication.
- ✓ Provide accurate, valid and complete information by using the right methods/tools.
- ✓ Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- ✓ Keep records of customer interactions, process customer accounts and file documents.
- ✓ Has a willingness to learn about the HVAC (Heating, Ventilation and Air Conditioning) industry.
- ✓ Proficiency with Microsoft Office Software and Adobe Acrobat Software.
- ✓ Easily learns new software designed for the HVAC industry.
- ✓ Goes the extra mile. We stand by our name and everyone that works for our company is expected to do their part to go Above & Beyond for our customers.
- ✓ Minimum of one-year customer service experience in an office environment is highly desired.
- ✓ High School Diploma or GED Equivalent is required.



## **Competitive Benefits:**

- ✓ Health Insurance.
- ✓ Dental Insurance.
- ✓ Vision Benefit Plan.
- ✓ Paid Time Off.
- ✓ Paid Holidays Off.
- ✓ Additional benefits given out.

## **Schedule:**

- ✓ Monday through Friday, 8:00 AM to 4:30 PM

## **Work Location:**

- ✓ 71 S Boise St, Riverside, Iowa 52327

## **Pay:**

- ✓ Dependent on experience.

## **Job Type:**

- ✓ Full-time